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Nevada Threat Analysis Center

ADVISORY BULLETIN

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ADVISORY BULLETIN

(U//FOUO) SUSPICIOUS PACKAGES AND LETTERS

Things to look for When Inspecting Packages and Letters

- Origination postmark or name of sender is unusual, unknown, or no return address is given; if given, can't be verified as legitimate.
- Shows a city or state in the postmark that does not match the return address.
- Excessive or inadequate postage.
- Mailed from foreign country.
- Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient.
- Addressed to title only or incorrect title; addressed to someone no longer with your organization.
- Misspellings of common words or names.
- Restrictive markings, i.e., "PERSONAL, EYES ONLY", or "SPECIAL DELIVERY".
- Handwritten or poorly typed addresses.
- Rub-on block lettering.
- The letter is lopsided, unusually thick or contained in an uneven envelope.
- Excessive weight; the letter or package seems heavy for its size.
- Excessive security material such as masking tape, string, etc.
- Damaged envelope(s) or package(s).
- Rigid or bulky packaging.
- Stiffness or springiness of contents; protruding wires, aluminum foil or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively).
- Oily stains, discoloration; package/letter emits an odor, particularly almond or other suspicious odors.
- Crystallization or powdery substances on wrapper.¹

General Guidelines for Handling Suspicious Mail

- If you have identified a suspicious package:
 - DO NOT open it.
 - DO NOT handle, shake or empty it.
 - Leave it where you found it; DO NOT carry it to other areas or show it to others.
 - Notify a supervisor; contact law enforcement immediately.

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- Await further instructions from law enforcement/first responders.
- If you have opened a letter/package which contains an unknown or suspicious substance or a substance spills out of the letter/package:
 - DO NOT try to clean it up.
 - Cover any spilled contents immediately. You can use clothing, paper, or a trashcan. Do not remove the covering materials from the spill.
 - Isolate the package or envelope. If possible without further exposure, place the envelope/ package in a plastic bag or some other container to prevent leakage.
 - All personnel should leave the room. All exposed personnel should be contained in an area away from other employees, to prevent further exposure.
 - If possible, turn off airflows, such as fans or air conditioning in the room.
 - Close all windows in the area to prevent airflow.
 - Shut the door to help prevent access to the affected area.
 - If possible without further exposure, notify a supervisor.
 - Notify law enforcement immediately.
 - Make a list of anyone who has handled the mail. Include contact information and provide this to responding law enforcement.
 - Await further instructions from law enforcement/first responders
 - Wash hands thoroughly with soap and water.^{2,3}

Precautions for Handling Mail During Periods of Heightened Security

- As far as practical, mail should be handled/processed by a single employee or as few employees as possible.
- Identifying an area for mail processing which is isolated or away from other employees may prevent exposure to harmful substances.
- Unpowdered disposable gloves made of latex or nitrile may offer barrier protection from skin exposure to harmful substances.⁴
- A mask may offer protection from possible inhalation of harmful substances. The Food and Drug Administration (FDA) has approved N95 masks for use by the general public in public health medical emergencies.⁵

(U//FOUO) The above information is provided for situational awareness. Any agency having contact with or information on any suspicious packages and mail are requested to contact the Nevada Threat Analysis Center at 775-687-0450 or ntac@dps.state.nv.us.

¹ (U) Federal Bureau of Investigation (FBI); *Protect Your Workplace*; 20 September 2013; <http://www.fbi.gov/news/stories/2006/september>; accessed 18 April 2013

² (U) Department of Homeland Security (DHS); *National Protection and Programs Directorate Federal Protective Service; Hazardous Information Training Sheet; "Safe Mail Handling Procedures"*; <http://www.osec.doc.gov/osy/PDF/SafeMailing.pdf>; accessed 18 April 2013

³ (U) United States Postal Services; "Suspicious Mail or Packages"; September 2006; <http://about.usps.com/posters/pos84.pdf>; accessed 18 April 2013;

⁴ (U) Department of Health and Human Services; *Response to a Ricin Incident: Guidelines for Federal, State, and Local Public Health and Medical Officials*; June 2006; http://emergency.cdc.gov/agent/ricin/pdf/ricin_protocol.pdf; accessed 17 April 2013

⁵ (U) Food and Drug Administration (FDA) website; *Medical Devices*; <http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/GeneralHospitalDevicesandSupplies/PersonalProtectiveEquipment/ucm055977.htm>; accessed 17 April 2013

Handling of Suspected Hazardous Letters



CALL SECURITY PERSONNEL

DO NOT PANIC

DO NOT CLEAN UP POWDER

DO NOT LEAVE THE BUILDING

**FOLLOW ALL INSTRUCTIONS
FROM FIRST RESPONDERS**

1. Relax & Stay calm
2. Contact Emergency Services.
3. Do not Shake or empty the contents of a suspicious package or envelope.
4. Do not move the package or envelope to other areas of the building.
5. Put package or envelope in a plastic bag and place on a stable surface.
6. Do not show a suspicious package or substance to others, or allow others to examine them.
7. Do not touch, smell, taste or look closely to the substance.
8. Cover any exposed contents immediately with anything. (clothes, paper, plastic, trash can, etc)
9. Evacuate all personnel from the area and close doors and prevent people from entering the area.
10. Wash hands with soap and water to prevent spreading potentially hazardous materials to the face and skin.
11. Individuals that may have been exposed should stay in the building, move to another part of the building and isolate from others until First Responders clear the area and those exposed.
12. Create a list of people that handled the suspicious package or envelope.

Most of the time these letters are a hoax. Remember that you never know which time it will be the real thing. Protect yourself and your co-workers, practice safe handling of suspicious mail.

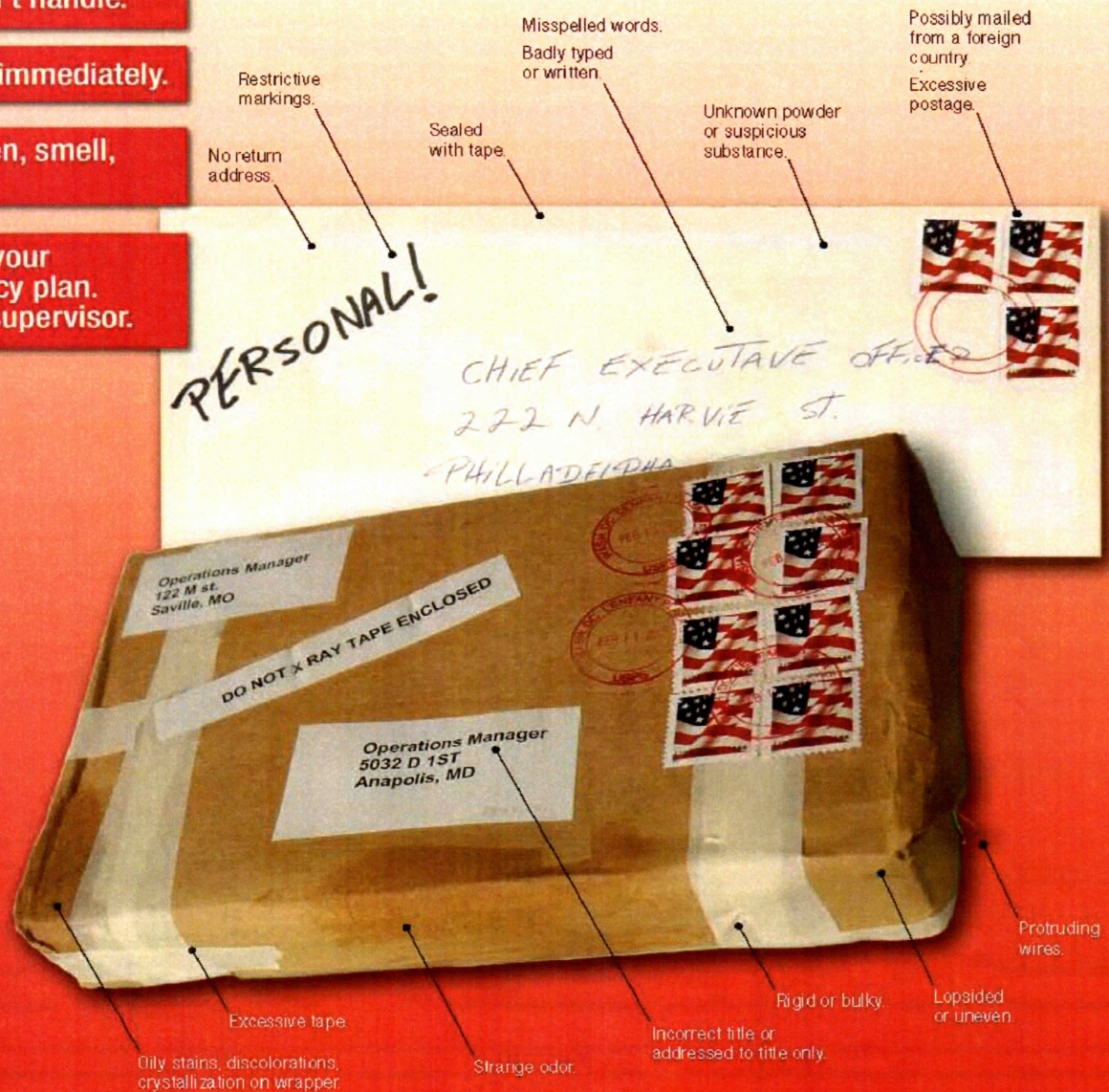
Emergency Contact: _____

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water



UNITED STATES
POSTAL SERVICE

